

OCT. 22. 2007 5:20PM

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*FACSIMILE COVER SHEET*

DATE: October 22, 2007

TO: Examiner Paul Kim  
U. S. Patent and Trademark Office, Art Unit 2161

FACSIMILE NO: (571) 273-8300

RE: Telephone Interview  
U.S. Patent Application No. 10/701,821  
Title: EXTENSIBLE AND DYNAMICALLY-CONFIGURABLE  
PROBLEM-REPORTING CLIENT

YOUR REFERENCE: Confirmation No. 7328

OUR REFERENCE: MSFT-1-25756

FROM: Melanie J. Seelig, Esq.

**(Facsimile No. 206.224.0779)**

MESSAGE: Please see attached.

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We have 3 pages to send, including this sheet. If any pages need to be retransmitted,  
please call Lori Lewis at 206.682.8100, Ext. 1206.

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**VIA FACSIMILE ONLY**

Facsimile No. (571) 273-8300

Examiner Paul Kim, Art Unit 2161  
United States Patent and Trademark Office  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Re: Title: EXTENSIBLE AND DYNAMICALLY-CONFIGURABLE PROBLEM-  
REPORTING CLIENT  
U.S. Patent Application No. 10/701,821  
Filed: November 5, 2003  
Inventors: Paul Harold Donnelly II et al.  
Our Reference: MSFT-1-25756  
Action Requested: Please contact applicants' attorney to schedule a  
telephone interview to discuss this proposed amendment

Dear Examiner Kim:

This letter is in regard to the above-mentioned patent application. Thank you for responding on October 18, 2007 to our voice mail requesting a telephone interview for this matter. You stated that we should send you a draft amendment before you would be willing to schedule a telephone interview for this after-final application. Our proposed amendment, and primary talking points during the interview, would be as follows. At a minimum, given the new rules, we would like to identify whether you would need an RCE to further consider the following proposed amendment/arguments.

1. The Office Action rejected independent Claims 1, 17, and 36 under 35 U.S.C. § 103(a) as unpatentable over Griffin in view of Wild. We would like to discuss a proposed amendment to Claim 1, along with corresponding amendments to Claims 17 and 36, to clarify the recited matter and distinguish Griffin and Wild as follows:

1. A system for reporting information regarding use of one or more software products from one or more client devices to at least one server, comprising:

Examiner Paul Kim  
October 22, 2007  
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a report user interface;

one or more sets of report user interface definition files residing on each of the one or more client devices, wherein a set of report user interface definition files customizes the report user interface for collecting report information regarding a particular software product; and

a problem-reporting client for constructing the report user interface without requiring an initial connection to the at least one server, the report user interface based on the one or more sets of report user interface definition files; for collecting report information; and for providing report information to the at least one server;

wherein the report user interface is dynamically configurable in response to information entered by a user of a particular client device without requiring a connection to the at least one server.

2. The Office Action rejected dependent Claims 2-13, 15, 16, 18-20, and 42-49 under 35 U.S.C. § 103(a) as unpatentable over Griffin in light of various other cited art. We would like to discuss the position that the cited art does not teach both the use of a cabinet file to upload reports and the particular contents of the cabinet file as recited in the claims.

We thank you for your time, and look forward to scheduling a telephone interview to discuss these matters.

Very truly yours,

CHRISTENSEN O'CONNOR  
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cc: David P. Sheldon